

IOT Agency Liaison Services - 2022

Who We Are: A three-member team created to help IOT improve relationships/partnerships with our customers.

Our Mission: To help IOT improve relationships/partnerships with our customers by promoting agency inclusion, open communication, & emphasizing stability of service. To educate, inform, & collaborate, facilitated via discussion on common and consistent shared topics.

Department: 493031 (L)

Manager: Aaron Corbett

Formed: January 2016 (transitioned to Aaron 3/14/2022)

What We Do: Meet with our participating agencies on a regular basis (usually monthly) to discuss & assist with the following topics:

1. IOT's Performance Review

IOT provides their customers two monthly performance related reports (High-Level, Detailed). The Liaison helps the customer understand these reports, monitors 6-month performance trends, identifies possible problem areas, and works with the IOT Management Team to understand and resolve performance issues.

2. IOT Billing Review

IOT bills ~\$12.5MM monthly for their services and provides their customers access to Pinnacle (IOT's billing system) so they can see and understand their monthly bill. The Liaison helps the customer understand their bill and resolve questions related to what services they are using (or not using). The Liaison also discusses ways the customer can reduce their IT bill.

3. IOT Service Improvement Recommendations

IOT provides 100+ service offerings, resolves 25,000+ calls monthly related to those services, and has several methods to survey their customers to better understand how well IOT's services were provided. This is simply another mechanism for IOT to understand how our customers perceive our services and gather specific service improvement suggestions.

4. Issue Escalation

The IOT Liaison is NOT the primary contact for all issues for the agency. That is the role of the IOT Service Desk (available 24x365), or the ASM Customer Portal. BUT should an Agency Liaison contact their IOT Liaison and express concern regarding an issue they have submitted to IOT that is extremely important/timely to the Agency Liaison, and the issue has taken significantly longer than the published Service Level Objective to resolve, the IOT Liaison acts as the broker to help get the issue moving within IOT.

5. IT Security Issues

The IOT Security Team periodically publishes security related issues and concerns and training programs. The Liaison makes sure the customer is aware of them. The Liaisons meet monthly with the IOT Security Team to stay abreast of current security issues, and to help them understand current customer issues and concerns.

6. IOT Services Catalog

The primary goal of the Liaison is not to help the customer understand the services they are already using (but they do), but to help them determine what additional IOT services could be useful in helping their agency achieve its goals.

7. IT Project Review - Discuss relevant IT projects from the IOT PSC's project dashboard.

8. Upcoming Near-Term IT Related Changes

The Liaison assists the customer in understanding the IOT Change Management system and learn about upcoming system/application changes at the customer's agency. Customer related changes are relayed back to the IOT Change Management Board.

9. Training - Inform the agency of currently available training, and understand the agencies desired/required training.

Our Products:

Liaison Assistance	This provides a method for managers to request our communication services.
Liaison Dashboard	ASM Self-Service Portal for our customers to easily access relevant information to the program.
Liaison Map	Identifies our currently participating agencies, the Agency Liaison, and the supporting IOT Liaison.

Our Metrics: Assist IOT meet their Resolution of Tickets and Requests on Time metrics.
Assist IOT meet their other Core Delivery Services Level metrics where possible.

Our Customers: The 78 State agencies (78) that have volunteered to participate in the Agency Liaison Program.



















Major Accomplishments:

- Grew program from 12 agencies in 2016 to 78 today.
- Transitioned 48 part-time to three dedicated IOT Liaisons.
- Present Agency Common Themes to IOT Management Team monthly.
- Meet monthly with IOT Security Team to discuss relevant information.
- Input customer meeting notes in CRM.
- Added Training to topics.
- Added Projects to topics.
- Developed the Liaison Dashboard in ASM Self-Service Portal. Currently 18 selections available (see below).
- Developed Liaison Assistance form in ASM Self-Service Portal.

Current Projects:

- Expanding the team.
- Expanding the program.
- Adding discussion topics.
- Improving consistency across agencies.
- Improving communications within IOT.
- Collaborative planning and strategy with our partner agencies to ensure desired outcomes.
- Champion, promote, and help mature innovation by our partner agencies to address needs across state government.

Current ASM Self-Service Liaison Dashboard:

 ACTIVE IOT MANAGED PROJECTS List of all active IOT managed projects. GO TO	 BILLING DASHBOARD Graphic and tabular representations of an agency's ... GO TO	 CHANGE CONTROL IOT's change control management system. GO TO	 CURRENT STATE RFPs Currently active RFPs GO TO
 DEPARTMENT BRIEFS Details about IOT's departmentsPlease select "What ... GO TO	 IN.GOV SERVICES Submit a 'webmasters' issue to the IN.GOV Team OPEN	 IOT BILLING RATES Current IOT billing rates GO TO	 IOT STRATEGIC PLAN IOT's strategic plan GO TO
 IOT TRAINING OFFERINGS Training offerings from IOT GO TO	 LIAISON CONTACT UPDATER Update Liaison Contact List REQUEST	 LIAISON ESCALATION REQUEST Request IOT Liaison Assistance to escalate an issue. REQUEST	 LIAISON IMPROVEMENT SUGGESTIONS Liaison program improvement suggestions and ideas REQUEST
 MONTHLY DETAIL REPORTS Monthly agency performance detail reports. GO TO	 MONTHLY SUMMARY REPORTS Monthly agency performance summary reports. GO TO	 MONTHLY TREND REPORTS Monthly agency performance 6 month trend reports. GO TO	 PINNACLE Pinnacle, the IOT billing system. You need an account to access this GO TO
 SECURITY FAQs Frequently asked questions for security issues GO TO	 SERVICE CATALOG This document describes ALL of IOT's Services, Rates, and Service ... GO TO		